

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Leeds Mental Wellbeing Service

POST:	Deputy Manager
SALARY:	Agenda for Change Band 6
ACCOUNTABLE TO:	Service Manager
RESPONSIBLE FOR:	Cognitive Behavioural (CBT) Therapists; Psychological Wellbeing Practitioners (PWPs), Primary Care Mental Health Specialists, Practitioners and Support Workers, Employment Advisors (EAs), Administrators.

ORGANISATIONAL EXPECTATIONS:

Community Links aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

OUTLINE OF POST:

Leeds Mental Wellbeing Service is Talking Therapy and Primary Care Mental Health service commissioned by Leeds CCG. It is a partnership between: Leeds Community Healthcare NHS Trust, Leeds and York Partnership NHS Foundation Trust, Leeds GP Confederation, Northpoint Wellbeing, Community Links, Touchstone, Women's Counselling and Therapy Service, Homestart Leeds, Ieso Digital Health, SilverCloud Health and SignHealth.

LMWS was launched in November 2019 and brought together Leeds IAPT (talking therapies), a citywide primary care mental health support service and psychological therapies in the perinatal period, into one service. This was with the aim to reduce waiting times in the service and address health inequalities and gaps within mental health services in the city.

<https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/leeds-mental-wellbeingservice/home/>

The Deputy Manager will support the Service Manager in the effective management and operation of the service, its staff, clients, finances and premises,

and in the absence of the Service Manager will be delegated to take overall responsibility.

MAIN TASKS:

1. Support the Service Manager in ensuring team members deliver relevant and appropriate support and fulfil Community Links' contractual obligations.
2. Provide leadership and line management to the team, including caseload management, facilitating access to training and development and evaluating staff work performance in line with the induction and Performance Development Review System.
3. Facilitate the recruitment and induction of new staff, in line with Community Links' policies and procedures, and in line with commissioners' expectations.
4. Liaise with the Clinical Head of Service and clinical supervisors, ensuring that the team receive appropriate levels of clinical supervision, in line with recognised best practice.
5. Contribute to the development and maintenance of operational systems to ensure the smooth running and ongoing effectiveness of the service.
6. Facilitate the development of service protocols, and practice guidelines as required, taking account of partner provider joint protocols and procedures.
7. Contribute to ensuring that robust policy and procedures are in place and implemented to support service delivery within appropriate clinical governance frameworks.
8. Develop strategies to facilitate better access to LMWS and treatment experience for those who experience Health Inequalities.
9. Make and maintain links with agencies and groups who work with Young People (17-21) and Older People (over 65 years) in line with these particular areas of focus for Community Links LMWS
10. To take the lead in the operational management of clinic venues including securing of appropriate community venues for service delivery, ensuring an appropriate geographical spread and sufficient out of hours provision. Liaison with appropriate stakeholders including consortium partners and venue providers to resolve any issues.
11. Contribute to effective systems of communication, consultation, referral, and liaison between colleagues and teams in Community Links and other agencies, in particular around care pathways for clients.

12. Ensure clients are provided with clear information about the service they are accessing, in order to promote individual choice, responsibility, and empowerment; and to ensure clients are provided with interventions which are based on assessment findings, utilising agreed evidence-based interventions, and best practice wherever possible.
13. Adhere to existing performance management systems in order to meet the reporting requirements of NHS Leeds and other stakeholders, and to ensure client records and monitoring systems are maintained and comply with Community Links and regulatory standards.
14. In conjunction with and under the guidance of the Service Manager, ensure Service compliance with all relevant Health and Safety legislation and that premises remain secure and safe for the workers based there.
15. Involve service users in service developments through a range of methods.
16. Delivery of clinical work where appropriate and dependant on service need.
17. Ensure that client confidentiality is protected at all times.
18. To adhere to organisational policies and procedures relating to risk and personal safety.
19. To contribute to the achievement of annually set individual and team targets.
20. To represent Community Links in a knowledgeable and professional manner at all times.
21. To maintain appropriate professional boundaries at all times.
22. To identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
23. To partake in regular supervision and in Community Links Personal Development Review system.
24. Participate in team meetings and other meetings as required.
25. Any other duties commensurate with the grade and level of responsibility of this post.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

Please note this job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time to time following discussion with line management. Any variations will be subject to the operational requirements and will be in keeping with the general profile of the post.

Person Specification – Deputy Manager

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities, diversity and addressing health inequalities	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
Have a genuine interest in leading and managing others and show an aptitude for this	✓		A, I, E
Knowledge & Skills	Essential	Desirable	
Understands how principles of clinical Governance apply to service delivery	✓		A, I, E
Has a sound knowledge base and awareness of mental health issues	✓		A, I
Understands principles of client confidentiality	✓		A, I
Ability to supervise, support, motivate, direct and develop staff including caseload management	✓		A, I, E

Good organisational skills, ability to work self-directed and to manage both service caseload and managerial duties in order to meet service standards and agreed activity targets within prescribed deadlines	✓		A, I, E
Good IT technical literacy of Microsoft Applications e.g. Word, Excel, Access and Power Point, to support performance monitoring	✓		A, I
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A, I
Ability to communicate effectively with colleagues and stakeholders	✓		A, I, E
Good interpersonal skills including listening and displaying empathy	✓		I, E
Creative, flexible and imaginative approach to working with people with mental health problems	✓		A, I
Self-aware, ability to reflect, aware of own limitations	✓		A, I
Work collaboratively and positively with staff, clients, carers and other service providers	✓		A, I
Presentation skills	✓		A, I, E
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Qualification in plain English Second Language e.g. Urdu, Polish, BSL		✓	A
Experience	Essential	Desirable	
Proven track record of leadership and supervision skills and secure commitment to continuous improvement	✓		A, I
Proven track record of performance management	✓		A, I
Experience of managing change within the workplace	✓		A, I
Substantial clinical experience in mental health e.g. experience in managing risk in mental health setting	✓		A, I
Experience of using risk assessment principles and procedures	✓		A, I
Experience of working with data collection and monitoring systems	✓		A, I
Experience of working in an IAPT or PCMH service		✓	A, I

Experience of working in a stepped care setting		✓	A, I
Experience of mental health either as service user, carer, worker or volunteer.		✓	A